

Figure 1: Main Menu

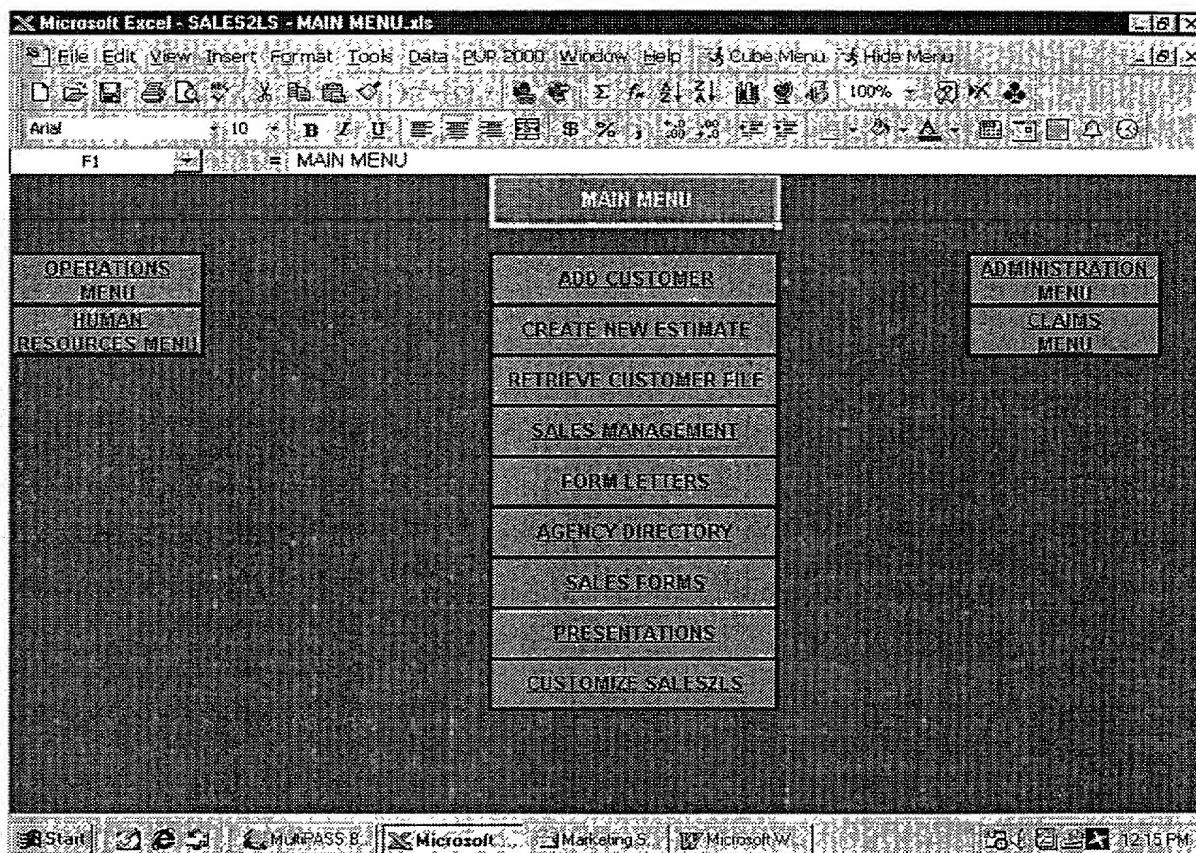


Figure 2: Form Letters sub-menu

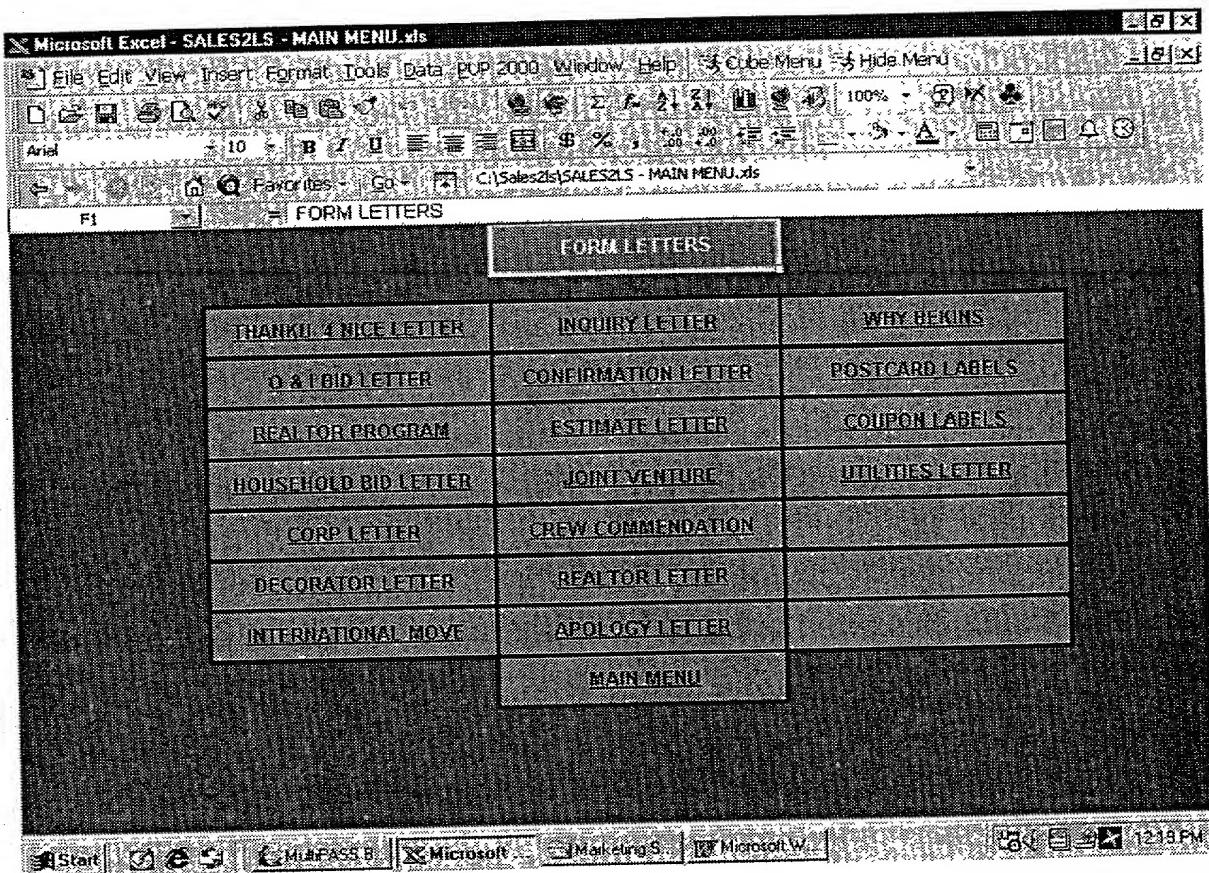


Figure 3: Customer Database
input-screen

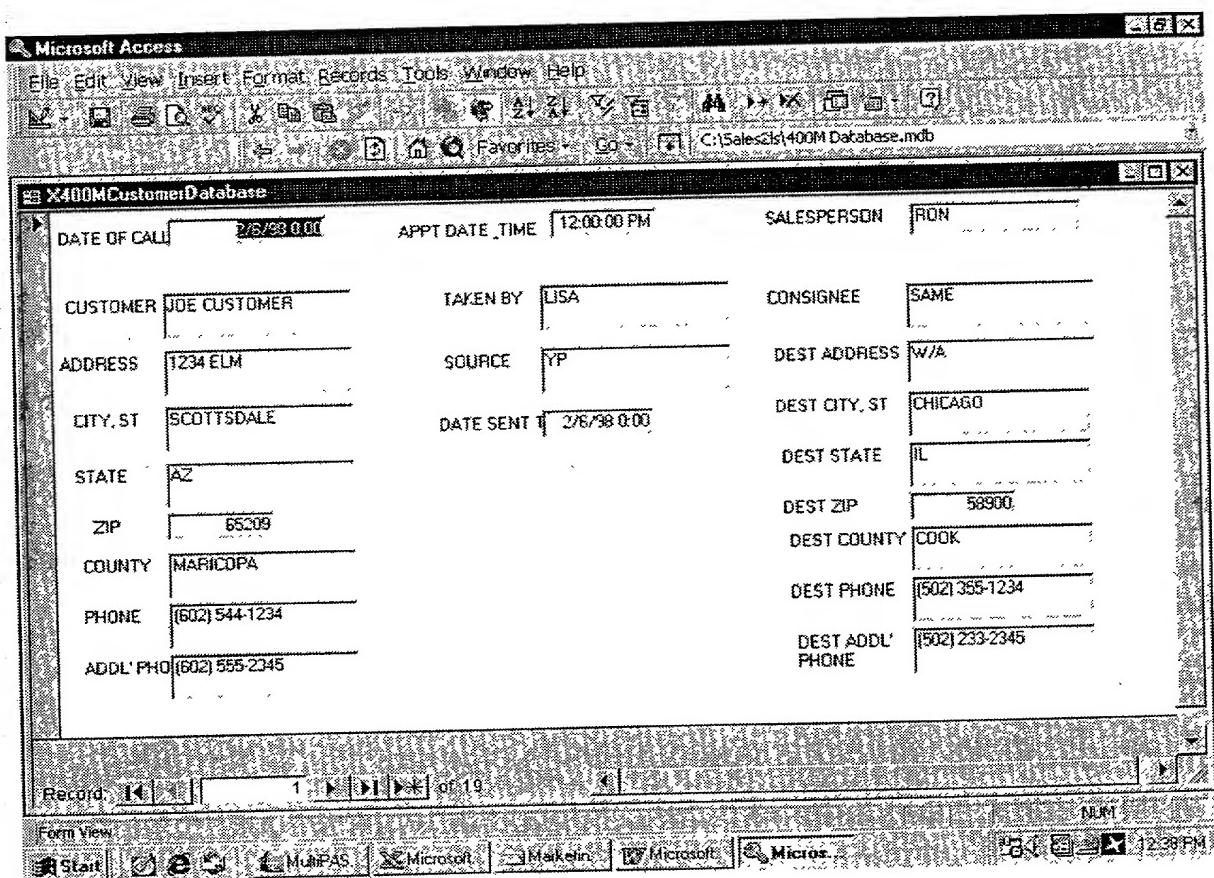


Figure 4: Customer File Folder

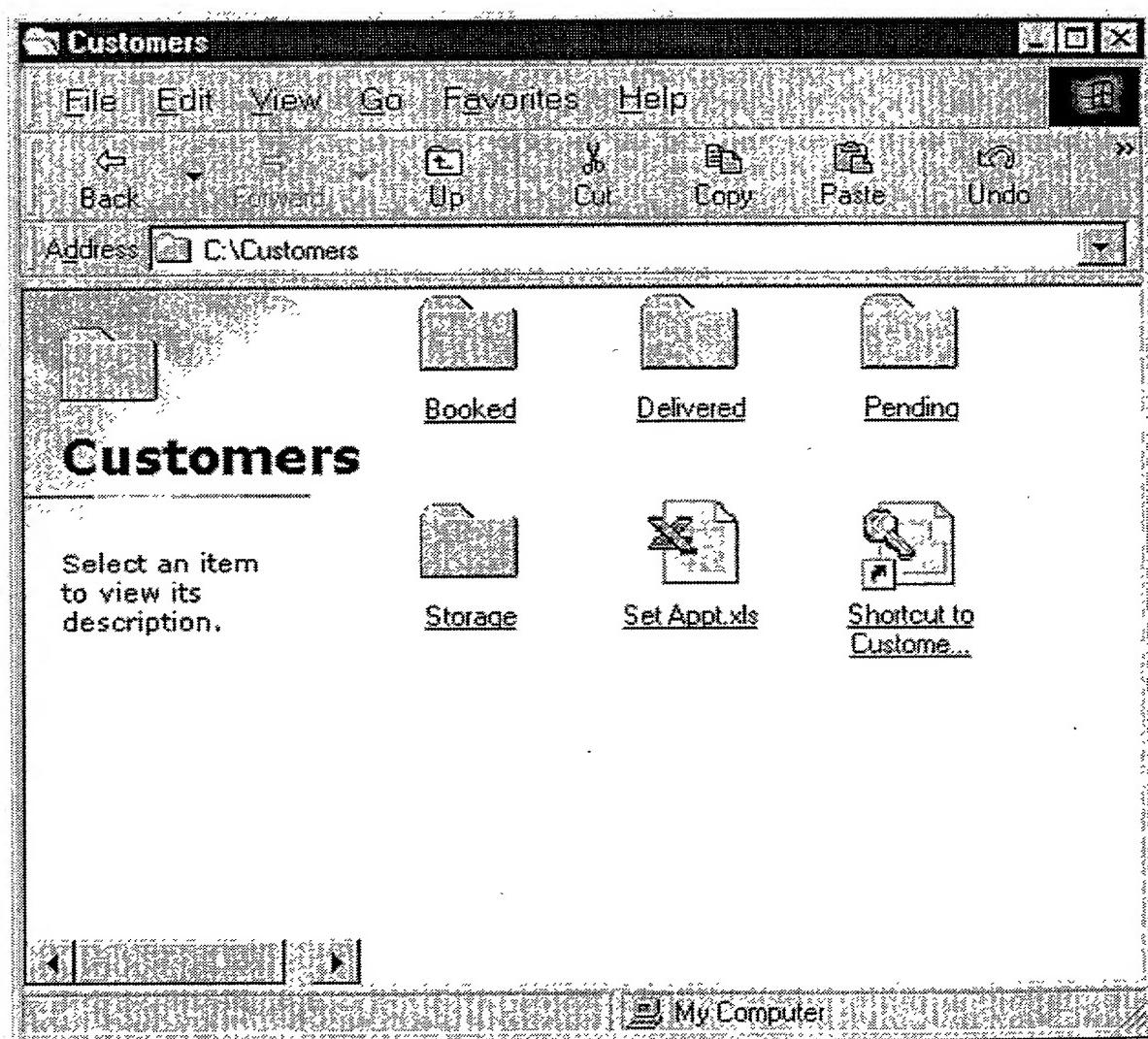


Figure 5: Find Files feature

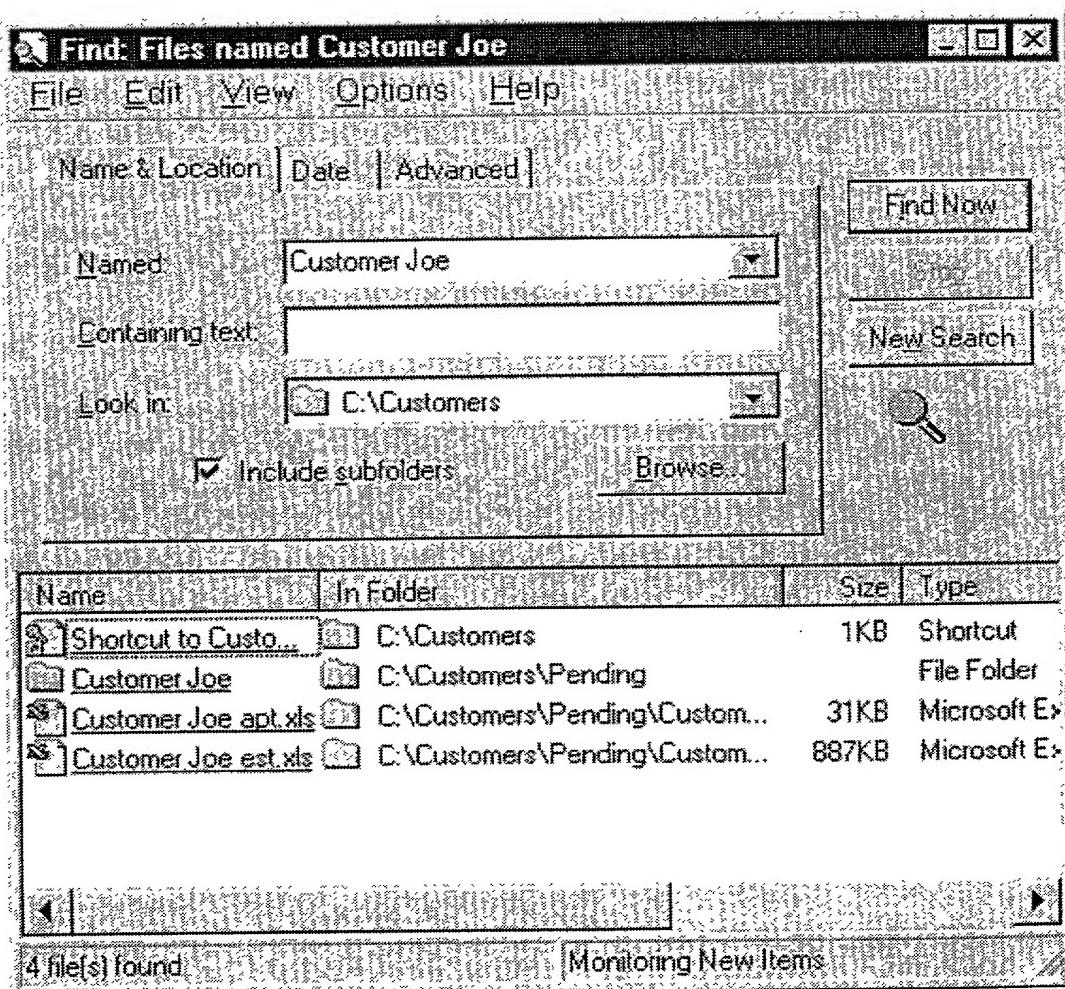


Figure 6: Appointment Card

Microsoft Excel - Customer Joe apt.xls

File Edit View Insert Format Tools Data PWS 2000 Window Help Cube Menu Hide Menu

A112 B C D E F G H I J K L M N O P Q R S T U V W X Y Z 100% 100% 100%

C3 =CUST DATA!G2

Appointment / Cover Sheet

Lead Source YP

Salesperson	RON	Appt Set by USA	Appt date 08-Feb-98	Time 12:00 PM
FROM:	Name JOE CUSTOMER	To:	D Name SAME	
	Address 1234 ELM		D Address WIA	
	CITY SCOTTSDALE		D CITY CHICAGO	
	ST AZ ZIP 65209		D ST IL D ZIP 58900	
	Phone (602) 544-1234		D Phone (502) 355-1234	
	Phone 2 (602) 555-2345		D Phone 2 (502) 233-2345	
Local	Intrastate	Interstate	Storage	International
House	Condo	Apartment	Mobile Hm	Mini Sty
Bedsrms	Liv. Room	Din. Room	Fam Rm	Kitchen
Patio	Garage	Storage	Other	Describe
PBO	Driver Pk	Partial Pk	Carrier Pk	Unpacking

COMMENTS: Joe is getting three estimates for corp.

Contact _____ C Phone _____

Contact: C Address _____

File CUST DATA SET APPT CALL LOG

Start Microsoft Word Microsoft Excel Customer Joe Microsoft 1:04 PM

Figure 7: Messages directory



Figure 8 Estimate worksheet

Microsoft Excel - Customer Joe est.xls - [Read-Only]

File Edit View Insert Format Tools Data PUP 2000 Window Help SA Cube Menu Hide Menu

Times New Roman 8 B I U =CUST DATA!A2

CLIENT INFORMATION CARD

MOVE TYPE	CARTAGE	DATE SENT TO SALES
TODAYS DATE	02/06/2000	APPT DATE & TIME
WAVBILL	MASTER WIB	SALESPERSON #
REG AGT	BOOK AGT	DEST. AGT

ORIGIN INFO

CUSTOMER	JOE CUSTOMER	
ADDRESS	1234 ELM	
CITY	SCOTTSDALE	
STATE	AZ	
ZIP	65209	ITEM 170 0.70
COUNTY	MARICOPA	
PHONE	(602) 544-1234	
ADOL PHONE	(602) 355-2345	
SERVICE CODE	28	COST SCHED. C

SHIPMENT INFO

MILES	1751	BL or LHDISC.	61%
EST HNG WT/WEIGHT	8000	ACC. DISC.	61%
CUBIC FT	1143	ACT WEIGHT	8000
AUTO DESCRIPTION		TOTAL WEIGHT	8000
AUTO WEIGHT			

DESTINATION INFO

CONSIGNEE	JOE CUSTOMER	
ADDRESS	WIA	
CITY	CHICAGO	
STATE	IL	
ZIP	58900	ITEM 170 4.50
COUNTY	COOK	
PHONE	(502) 355-1234	
ADOL PHONE	(502) 232-2345	
SERVICE CODE	252	COST SCHED. D

DESTINATION CONTACT INFO

CONTACT	
ADDRESS	
CITY	
STATE	
ZIP	

CUST-DATA APPT CARD CUBE SHEET PACKING PRICING ESTIMATE

Start Microsoft Customer Messages MICROS 115PM

Figure 9: Estimate Menu

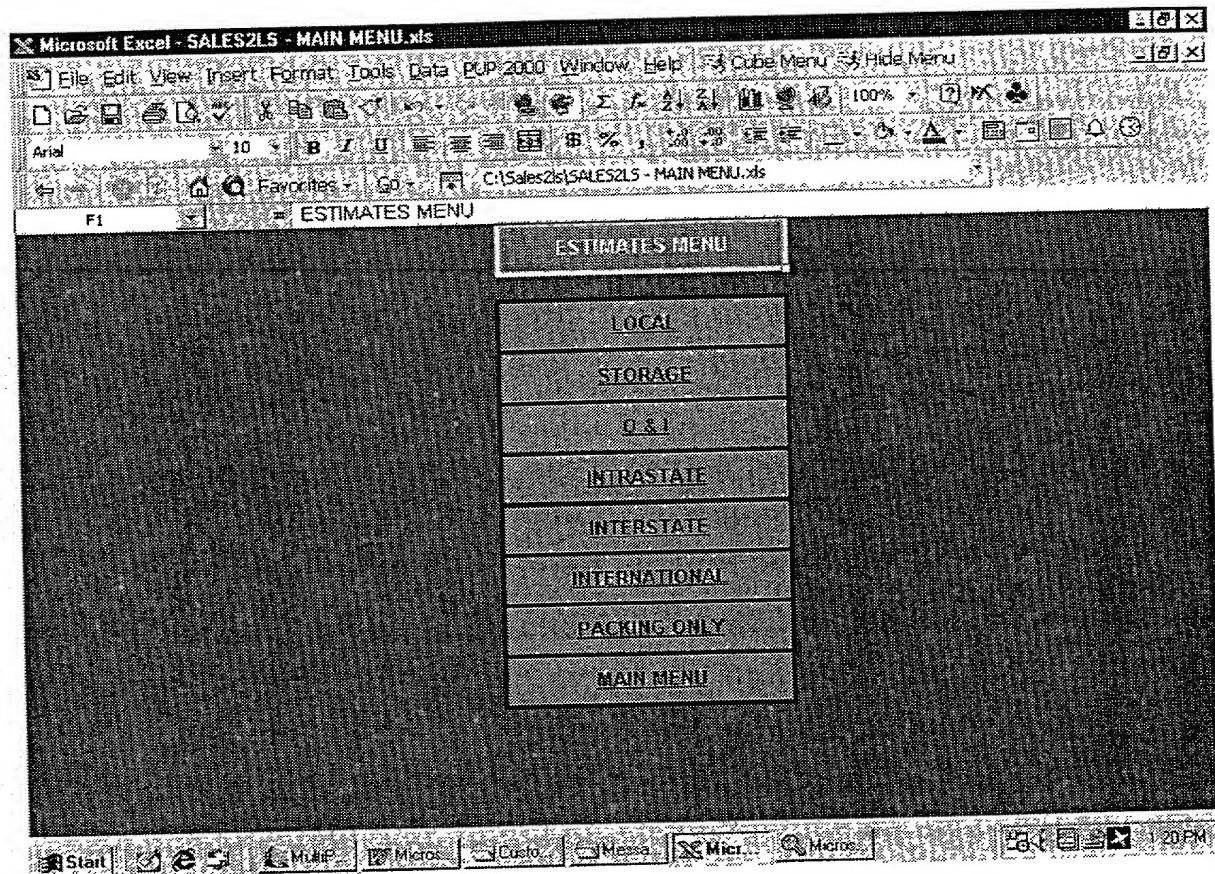


Figure 11: Packing Worksheet

Microsoft Excel - 400M2000v1.xls

File Edit View Insert Format Tools Data BUP 2000 Window Help Cube Menu Hide Menu

Courier 10 B I U = % 100% (2) X

B6 =ESTIMATE!H54

AMENDED PACKING WORKSHEET ACKNOWLEDGEMENT		BEKINS		CUSTOMER NAME: JOE CUSTOMER		BILL OF LADING NUMBER		UNPACK Y/N ? N	
NO OF UNITS PACKED BY	BEKINS	CUST	RATE	C.P.	P.B.O.	RATE	PACK	RATE	UNPACK
DISHPACK	12		30.45	365.40		38.95	457.40		
CTN 1.5	17		6.45	109.65		10.00	170.00		
CTN 3	14		9.30	126.20		15.70	219.80		
CTN 4.5	9		11.20	100.80		19.05	171.45		
CTN 6	6		12.85	77.10		21.85	131.10		
CTN 6.5			13.80			25.85			
WARDROBE	12		23.85	286.20		11.45	137.40		
CRIB MATT			8.80			8.95			
TWIN MATT	2		15.75	31.50		10.95	21.90		
FULL MATT			19.50			10.95			
KING/QUEEN	3		32.20	96.60		17.25	51.75		
KING SPLIT	2		22.10	44.20		10.95	21.90		
MIRROR	7		24.50	171.50		35.70	249.90		
NO. BOXES	84								
CRATING CUBE	6.00		TOTAL	1413.5		TOTAL	1642.80	TOTAL	
CRATING RATE	18.00								
CRATING \$'s			NET TOTAL	561.13		NET TOTAL	640.81	NET TOTAL	

PACKING INSTRUCTIONS:

PRINT CARD / CUBE SHEET / PACKING / PRICING / ESTIMATE / PRICE GRID

Start Minimize Maximize Microsoft Word - Patent a Microsoft Excel - 400 7:47 AM

Figure 12 Pricing Worksheet

Microsoft Excel - 400M2000vst.xls

File Edit View Insert Format Tools Data PGP 2000 Window Help Cube Menu Hide Menu

Courier New 8 B I U S %, 100% 99% 21 X

D19 UNITS

AMENDED	TARIFF	180M	JOE CUSTOMER	
PRICING WORKSHEET	SECTION	1	Customer	
ACKNOWLEDGEMENT	Miles	1751	B/L Ref No	
TOTAL CUBE HH	1763	x 7 lbs	=TOTAL HH ITEM (HW)	12341
TOTAL CUBE AUTO		x 5 lbs.	=TOTAL POUNDS AUTO	
TOTAL CUBE BULKY		x Lin Ft	=TOTAL LB BULKY OTHER	
TOTAL SHIPMENT CUBE	1763		=TOTAL WEIGHT	12341
RATING WT.	123.41		GROSS	NET
BASE CHG.	13120 RATE PH		13120.00	5116.80
ADDITIONAL TRANS AT ORIGIN	0.70	=RATE = ATC OR	86.39	33.69
ADDITIONAL TRANS AT DEST.	4.50	=RATE = ATC DEST.	555.35	216.58
IMEX CHARGES RATE WT.		=RATE = TOTAL IC		
FUEL SURCHARGE 3%		RATE	393.60	153.50
TOTAL TRANSPORTATION CHARGE			14155.33	5520.58
ORIGIN/DEST CHARGES	UNITS	RATE	GROSS	ORIGIN SERVICES DEST SERVICES
TOTAL MATERIAL CHARGE	84	BY UNIT	1413.15	551.13
TOTAL PACKING LABOR CHARGE	84	BY UNIT	1642.60	640.61
TOTAL UNPACKING LABOR CHARGE		BY UNIT		
BULKY HANDLING AUTO		161.35		
BULKY				
BULKY				
APPT CARD / CUBE SHEET / PACKING / PRICING / ESTIMATE / PRICE GRID / MAPS / ADDRESS				
Start	Help	MAPASS Background	Microsoft Word - Palma	Microsoft Excel - 400
7:57 AM				

Figure 13: Auto presentation

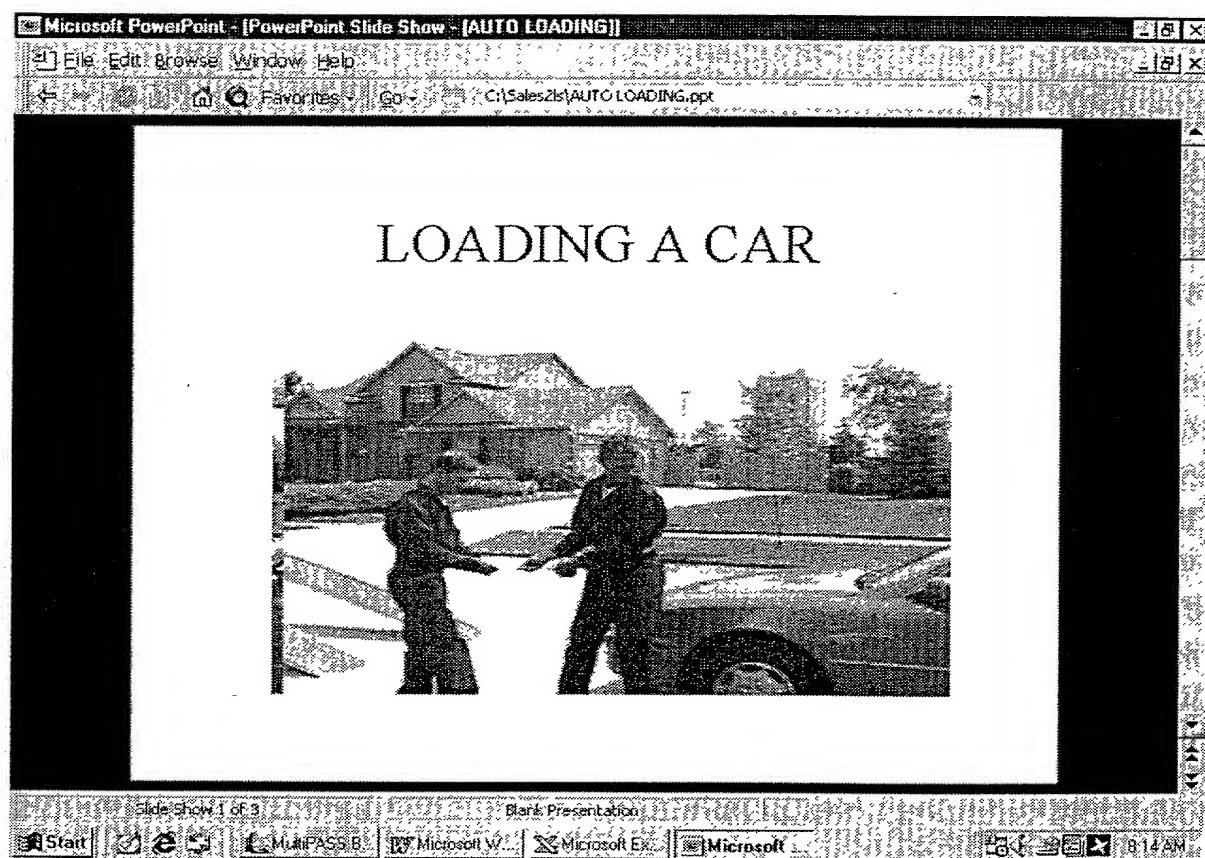


Figure 14: Order For Service
(Estimate tab)

Microsoft Excel - 400M2000v1.xls

File Edit View Insert Format Tools Data PUP.2000 Window Help Cube Menu Hide Menu

Courier 10 B I U % 119% A Z

ESTIMATE =APPT CARD1B8

INTERSTATE ORDER FOR SERVICE		BEKINS	B/L REF NO 665544
(602) 555-2345		REG. OFF. 334	
JOE CUSTOMER	(602) 544-1234	BAPO NO. COD 0	
1234 ELM	W/A		
SCOTTSDALE	CHICAGO		
MARICOPA county	AZ 65209	COOK county	IL 58900
ORIGIN INFO	DEST INFO	Shippers Contact: JOES FRIEND	323/444-5678
<input checked="" type="checkbox"/> COD	<input type="checkbox"/> COPP	<input type="checkbox"/> DOD	<input type="checkbox"/> GOV
<input type="checkbox"/> EXCLUSIVE USE		<input checked="" type="checkbox"/> BULKY ARTICLE	
BART GRAND PIANO			
RATING WT.	CU. FT.	MILES	TARRIFF PROVISO
12341	1763	1751	40DN 1
PACK DATE	AGREED PICKUP DATES		AGREED DELIVERY DATES
03/02/2000	03/03/2000		03/03/2000 03/11/2000
CHICAGO IL 60005-4694			
QUALIFIES FOR GUARANTEED P/U & DELIVERY X YES			
FAIR UNLESS THE SHIPPER EXPRESSLY RELEASES THE SHIPMENT TO A VALUE OF 40 CENTS PER POUND PER ARTICLE, THE CARRIER'S MAXIMUM LIABILITY FOR LOSS AND DAMAGE SHALL BE EITHER THE LUMP SUM PAYABLE DECLARED BY THE SHIPPER OR AN AMOUNT EQUAL TO \$12.50 FOR EACH POUND OF RATED WEIGHT IN THE SHIPMENT, WHICHEVER IS GREATER. THE SHIPMENT WILL MOVE SUBJECT TO THE RULES AND CONDITIONS OF THE CARRIER'S STANBY, SHIPPER HEREBY RELEASES THE ENTIRE SHIPMENT TO A VALUE NOT EXCEEDING			
\$ 3.65 /lb. or \$ 45,000 Total Valuation \$ 450 /\$100 Value \$ 0.84 /Valuation= \$ 380			
NOTICE: The shipper for signing this must insert in the space above, in his own handwriting, either his signature or the initials of the person signing.			
THE PRICE SHOWN BELOW AS GUARANTEED PRICE IS THE TOTAL AMOUNT YOU WILL PAY TRANSPORTATION CHARGE 5520.58 ORIGIN SERVICES 1415.27 DESTINATION SERVICES VALUATION CHARGE 380.00 GUARANTEED PRICE			

APPT CARD1B8 CUBE SHEET PACKING PRICING ESTIMATE PRICE GRID

Start Microsoft Word Microsoft Excel Microsoft PowerPoint Microsoft Internet Explorer 8:34 AM

Figure 15: Fujitsu Mini-Notebook

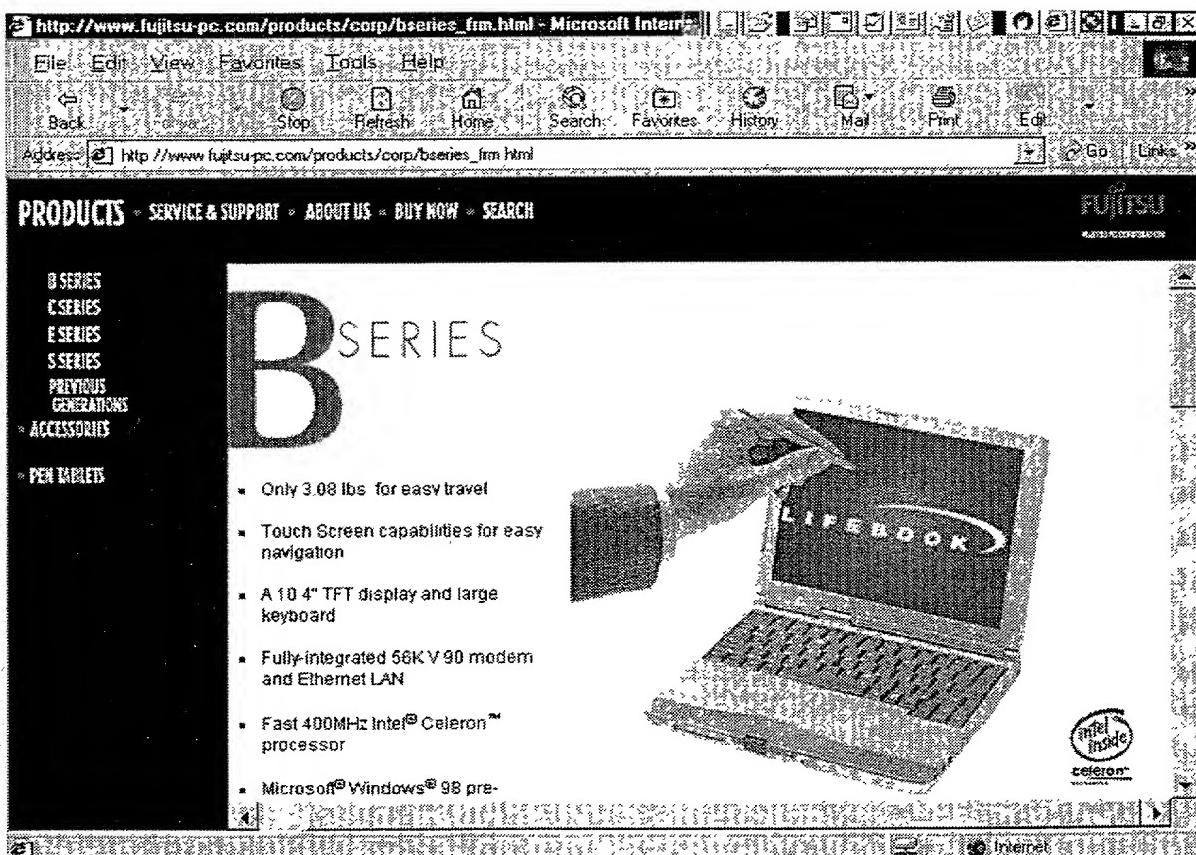
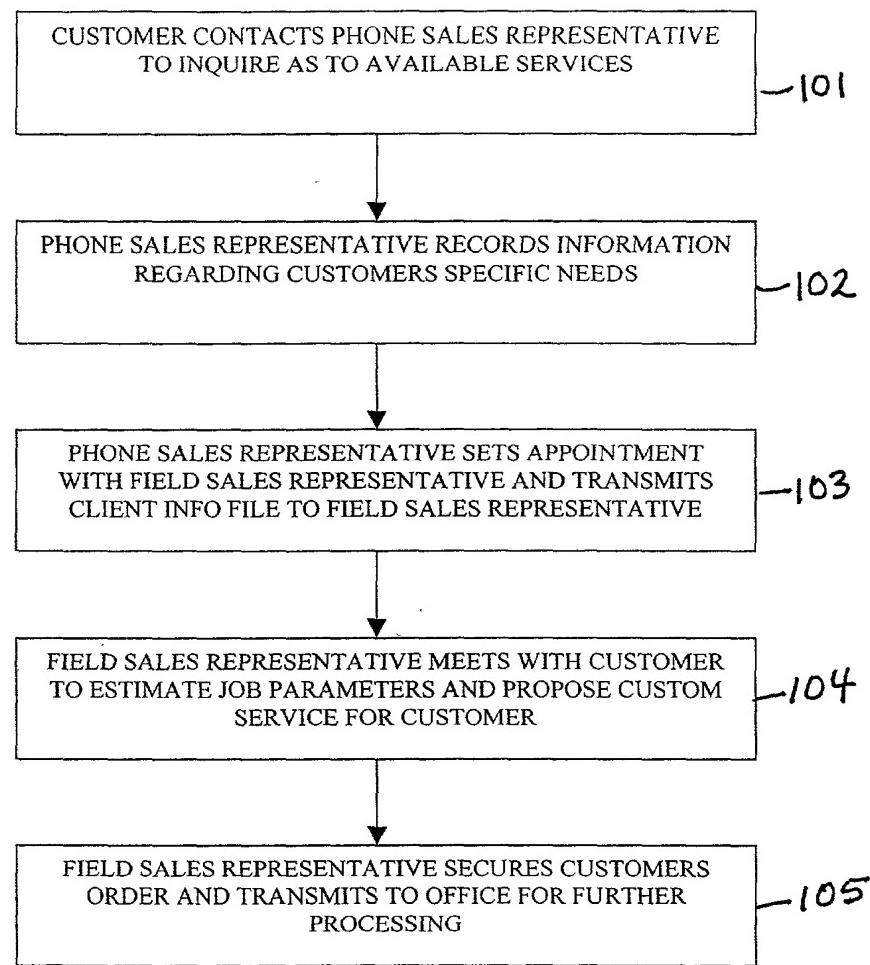


Figure 16 Information Flow Diagram



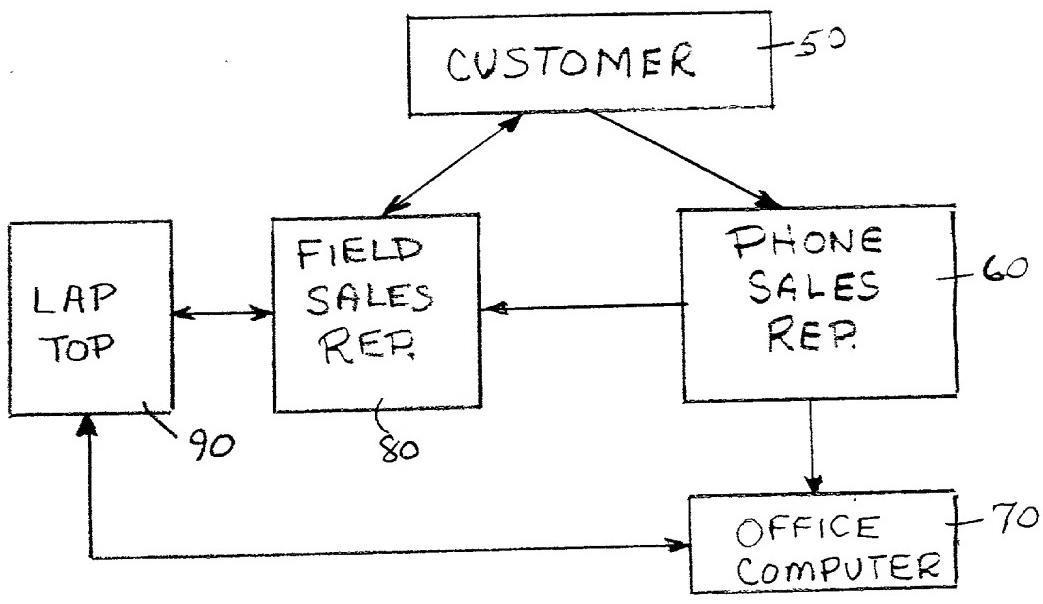


Figure 17